



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**US Xchange of Illinois, L.L.C.**  
**d/b/a One Communications II**  
**for Filing Period 4/1/2010 to 6/30/2010**  
**Tracking Number 3532**

**Performance Data - Code Part 730**

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.00	0.90	1.00	0.97
B. Operator Answer Time - Information Section 730.510(a)(1)	8.00	6.00	8.00	7.33
C. Repair Office Answer Time Section 730.510(b)(1)	71.00 *	58.00	114.00 *	81.00 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	8.00	14.00	50.00	24.00
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	89.19% *	91.43% *	71.43% *	85.00% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.88	0.87	1.05	0.93
H. Percent Repeat Trouble Reports Section 730.545(c)	12.28 %	8.93 %	11.11 %	10.80 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$119.05	\$369.58	\$162.88	\$651.51
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	4	4
E. Number of credits issued for repairs - 96-120 hours	2	0	0	2
F. Number of credits issued for repairs > 120 hours	1	0	3	4
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Additional Information**

**Disclaimer:**

"Percent of service installations" does not account for customer requested delays. "Number of installations after X business days" is based on loop delivery from ILEC.